Dearness Home Committee of Management

To: **Chair and Members**
Dearness Home Committee of Management
From: **Leslie Hancock, Director of Long-Term Care**
Subject: **Director's Report to the Committee of Management for the Period August 16, 2024, to November 15, 2024**
Date: **December 10, 2024**

Recommendation

That on the recommendation of the Director, Long Term Care and with the concurrence of the Deputy City Manager, Social and Health Development, this report related to the Dearness Home **BE RECEIVED** for information.

Linkage to the Corporate Strategic Plan

Dearness Home works toward the goal of Leading in Public Service by always seeking to improve services for the residents and their families.

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic.

Analysis

1.0 Background Information:

1.1 Previous Reports Related to this Matter:

- February 27, 2024, Director's Report, November 1, 2023 to January 31, 2024
- June 18, 2024, Director's Report, February 1, 2024 to May 15, 2024
- September 17, 2024, Director's Report, June 16, 2024 to August 15, 2024

2.0 Service Provision Statistics:

Occupancy Average August 1, 2024, to October 31, 2024	Number of Individuals on Waiting List as of November 15, 2024
98.88 %	Basic – 415 Private - 173

3.0 Ministry Inspections/Visits:

The Ministry of Long-Term Care visited the Dearness Home on September 23 to 26, 2024, to conduct a Critical Incident inspection related to Resident Care Support Services and Safe and Secure Home. The Home received one order of non-compliance related to a Safe and Secure Home. A copy of the Public Report has not been provided. The compliance order required education for a limited number of the Home's registered staff due to some failing to fully follow the Home's smoking policy prior to the fire. Subsequently, the City provided evidence of the completion of the education and the Ministry confirmed the Home was in compliance with the order. Prior to the order, the Home's internal review had already resulted in immediate measures to further mitigate fire risk, including managing performance, tightening policy to more explicitly direct how to proceed where residents are non-compliant with smoking rules, refining the smoking assessment form, and having smoking enforcement and fire safety officers explain required expectations to residents.

Public reports are posted by the MOLTC at the following link:

Link to MOHLTC Public Reports

Fire Inspections completed by the London Fire Department are current.

4.0 Mandatory and Critical Incident Reporting:

The Ministry of Long-Term Care (MOLTC) has a Mandatory and Critical Incident Reporting process which requires reporting of all critical incidents in the Home.

The following critical incidents were reported to the MOLTC during the reporting period:

Incident Type and Number (n) of Incidents	Issues	Status
Abuse or neglect of a resident that resulted in harm or risk of harm: Suspected Abuse: • Visitor to Resident (1)	Followed City of London/ Dearness Home process for Resident Abuse Policy and Internal process. Organization to assess and provide interventions to mitigate further harm/risk.	Investigation completed and all appropriate actions taken with staff and residents involved. No abuse found to have occurred.

5.0 Infection Control:

- The Home's newly hired part-time Infection Control Coordinator is actively expanding her expertise in management and Infection Prevention and Control (IPAC). She assists the full-time Infection Control Coordinator in vaccine administration, identifying resident infections, analyzing infection trends, conducting audits, overseeing mask-fit recertification, and providing infection prevention education.
- The Home continues to meet the standards of the Fixing Long Term Care Act (FLTCA) and adheres to best practice guidelines for audits. Approximately 300 audits were completed during the reporting period.
- Over the past quarter, the Home reviewed multiple IPAC policies and procedures, collaborating closely with frontline staff and following best practice guidelines while also incorporating insights from direct managers.
- With respiratory season underway, the Home has begun administering flu and COVID-19 vaccines.
- The Home has relaunched its flu vaccine campaign, including informational posters for frontline staff, volunteers, and contractors, weekly prize incentives for early vaccinations, chocolates during vaccination, email reminders, and phone call follow-ups. Multiple on-site flu clinics are also provided to support frontline staff.
- This year’s flu vaccine is similar to last year’s. Other countries have removed the Yamagata strain, which has not been seen in four years, and scholars anticipate Canada may follow suit for next year’s flu vaccine.
- From Aug 24 to Nov 2, 2024, there have been 45 COVID-19 outbreaks in the community, resulting in 13 related deaths. In contrast, there have been zero flu outbreaks reported in the community so far, with only five flu cases reported locally.
- The Home's IPAC Coordinators have developed a learning guide for frontline staff, available at each nursing station, covering infection control information outside of policies and procedures.
- The IPAC team continues to ensure 80% compliance with mask-fit testing.
- The Home's Outbreak Management Team met to review Public Health’s “Outbreak Preparedness, Prevention, and Management in Congregate Living Settings” in preparation for respiratory season.

- The Home's IPAC leads participated in this year's educational sessions from the Middlesex-London Health Unit (MLHU) and the Southwest IPAC event in September. Both sessions focused on preparation for the upcoming respiratory season, covering topics such as zoonotic infections, cleaning, and disinfection protocols, and IPAC ethics.
- In October, the Ministry released new respiratory guidance that covers COVID-19 as well as other respiratory viruses, including the flu. The updated guidelines streamline precautions, focusing less on the specific virus and more on modes of transmission and duration of spread.
- While some Homes in our community have reinstated masking mandates, this is not currently required by the Ministry or the Middlesex-London Health Unit (MLHU) for long-term care facilities. Therefore, Dearness Home continues to monitor, isolate, and provide education as needed, allowing staff and families to determine the appropriate personal protective equipment when interacting with residents.

6.0 Health and Safety:

Regular monthly inspections were conducted during the reporting period. The Joint Health and Safety Committee (JHSC) meets monthly to discuss findings from the monthly inspections. The JHSC focused on Slip, Trips and falls. The number of Supervisors Report of Incidents were down during the reporting period.

7.0 General Updates:

8.1 Highlights in the Recreation Department:

- The Home's Spiritual Care Committee provided a Remembrance Day Service in the Home on November 11, honouring our 3 resident Vets who were all in attendance.
- The Home's Volunteer Coordinator recruited 20 new Volunteers to our growing program during this reporting period. Our Fall programs and outings were well supported with trips to the Royal Canadian Regiment Museum, SARI Therapeutic Riding equine therapy program, Port Stanley Beach & Shaw's Ice Cream, Alpaca Farms visit, Dearness Free Auction with Auctioneer Jim Swan, Fall Leaf Tour, London Knights Game (Community Suite Draw – 10 complimentary tickets) & Fleetway Bowling during the reporting period.
- Resident Council Week was hosted by our Council September 16 - 20 with a visit from Canadian Olympian Athlete, Alysha Newman (niece of the Resident Council President).
- The Manager of Community Life hosted an education/planning day November 14 for the Recreation Coordinators including education and event planning for 2025.
- The Home's Volunteer Coordinator and 3 volunteers attended the Palliative Care Refresher at Forest Lawn Funeral Home on Oct 24.
- The Home completed renewal of the Liquor License for the Home in September. However, the Canadian Centre on Substance Use and Addictions issued Canada's Guidance on Alcohol and Health is updating its Low Risk Drinking Guidelines so say that no amount of alcohol is safe. Therefore, the Resident pub as of October 1st at Dearness is now alcohol free with mocktails and zero alcohol substitutions being served.
- The contract for the Home's Mobility vendor was updated and awarded to Ontario Home Health in October.
- Dearness hosted a home-wide staff appreciation week with food, fun and prize draws in September.
- The Recreation Team helped a host flag raising ceremony at Dearness with our residents on Friday September 27th with an honouring event for National Day for Truth and Reconciliation.
- The Manager Community Life is one if 6 Gentle Persuasive Approach (GPA) Coaches at the Home. 6 GPA Classes were hosted over this reporting period

educating over 75 staff members on the Gentle Persuasive Approach to Dementia Care.
- The Physiotherapist at Dearness hosted a Kinesiology Student fall placement from University of Western Ontario.

8.2 Highlights in the Dietary Department:

- Special Meals were provided for residents on Thanksgiving Day and Halloween. Snacks and treats for each Holiday were provided.
- The Dietitian Team attended a training day for the International Dyaphagia Diet Standardization Initiative (IDDSI) standards.
- We held our last BBQ event of the summer in September with the assistance of the Recreation Department.
- Fall/Winter Menu changes were brought to Resident Council and approval was received.
- The Dietary department supplied cake and refreshments for the launch of the RNAO Clinical Pathways.
- The Dietary Manager presented at Fanshawe College to the new class of Food and Nutrition Management students.
- The Food Service Supervisor attended the Sysco Food Show along with 2 of the cooks.

8.3 Highlights in the Nursing Department Include:

- On October 7th, the Home initiated the Community Paramedicine Services pilot. This service is a non-emergency mobile response team that will come into our Home to provide specific tests, treatments and procedures that we may otherwise need to send out residents to hospital for. The RNs will initiate the call to the service after consultation with one of our physicians regarding the needs of a specific resident. The RNs can call them 24/7/365 via a direct phone number. The RN may then obtain an order for any testing from the physician as appropriate and present to the paramedics when they arrive. The paramedic with contact the physician directly to provide their test/assessment results and discuss treatment options. If the treatment plan includes options they can provide on-site, for example to start IV antibiotic therapy, they will obtain an order and follow through. If the option is to transport to hospital, they will do so. This service has been initiated to help reduce hospital transfer in the area. Dearness Home, along with one other local municipal Home were chosen for the pilot program.
- On September 27th, Dearness Home raised the Survivors Flag to honour all survivors, families, and communities impacted by the residential school system in Canada and to share their expression of remembrance. A small ceremony involving Dearness residents and staff was performed during the raising by our Director of Care who is of Anishinaabe heritage. She facilitated a smudge for attendees followed by a performance of the Children's Honour song on a hand drum in the traditional Anishinaabemowin language.
- In September, the home held a Registered Nurses' Association of Ontario (RNAO) Clinical Pathways pre-launch information session for staff. In March of 2025, the first of the Pathways will be implemented in the Home, which will change the way staff approach Admissions, Delirium Assessments, and Resident and Family Centered Care. RNAO Clinical Pathways are based on RNAO Best Practice Guidelines (BPG) and delivered by PointClickCare's (PCC), the current Electronic Medical Record System used at Dearness Home. These Pathways promote safe, high-quality resident care, improve staff efficiency, and support legislative and regulatory compliance. Future phases of the program will introduce additional Clinical Pathways focusing on falls, pain management, palliative care, and clinical guidelines.
- In early October, the nursing department posted for 9 new Bath Aide Personal Support Worker (PSW) positions. These positions are in response to the ministry's requirement for an increase in resident care hours and a desire by the home to focus on person centered care. The new roles will take over the bathing of the residents from the regular PSW staff who fit resident bathing into

their daily routines; however, bathing is not a primary focus of their day. This role will allow for a much more person-centered bathing experience whereby the Bath Aide can take more time with each resident and learn their personal preferences. In addition to being able to provide an overall more tranquil experience, this approach should also help reduce bathing-associated aggression, agitation, and discomfort for our residents with dementia and other mental health disorders.

- In mid-September, the Home began the Request for Proposals (RFP) process for Pharmaceutical Services. The process closed on October 9th. We received a number of submissions and hope to start interviews in mid-November with a plan for completed transition in early January 2025. The contract period will be for three years, with two one-year options for renewal.

8.4 Highlights in the Environmental Department Include:

- Replacement of Home's boilers project will be completed by November 20th. 3 new boilers are running.
- The Housekeeping and laundry departments recruited new staff to fill 2 vacancies due to retirements.
- 10 New beds have been ordered.
- The home hired a new temporary Food Services Supervisor/Environmental Services .

Submitted by: **Leslie Hancock, Director, Long Term Care**
Recommended by: **Leslie Hancock, Director, Long Term Care**
Concurred by: **Kevin Dickins, Deputy City Manager, Social and Health Development**

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